GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:573
ANSWERED ON:17.07.2002
SHIFTING OF TELEPHONE CONNECTIONS
DUKHA BHAGAT

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the time taken in shifting telephone connection from one telephone exchange to another telephone exchange;

(b) whether the Government are aware that the time schedule fixed for shifting of telephones are not being followed;

(c) if so, the number of cases of delay in shifting of telephones in Delhi during the last two years and the action taken against the officials responsible for delay;

(d) the number of recommendation letters received from Members of Parliament for telephone shifting and the number of cases in which telephone connections have not been shifted within fifteen days inspite of their recommendations; and

(e) if so, the reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI S MAHAJAN)

(a) & (b) Normally shifting of telephone connections are carried out by Mahanagar telephone Nigam Ltd. in 15 days time. In some cases, due to technical reasons, shifts are not possible to be carried out in this time schedule. The reasons for delay in most cases are:-

(i) non availability of cable pairs in the area where shifts are required,

(ii) incomplete document/information supplied by the customer, and

(iii) pending outstanding dues from subscriber.

In respect of Bharat Sanchar Nigam Limited, information is being collected and will be laid on the Table of the House.

(c) to (e): The information is being collected and will be laid on the Table of the House.